

June 9, 2015

## **Frequently Asked Questions: AFA 01-2015-BHBF-ALL WV Behavioral Health Referral & Outreach Call Center**

1. **In the TA Meeting on May 20, 2015, there was brief discussion about text messaging and online chat discussion capabilities for this call center/helpline. Can you clarify if this is an avenue the WV BHBF would like proposals to explore and include? One presenter seemed to favor the idea and the other seemed to be concerned about the efficacy of services through an impersonal method of communication. What is the expectation of availability for these service options?**

Answer: BBHBF will defer to each of the applicants to tell us how they propose to structure the Call Center. Consideration of creative and varied approaches to the requirements is part of the value of issuing an AFA and will be factored into how each given proposal is scored.

2. **For after-hours coverage, is it expected that the employee be on-site 24/7 – or is call forwarding to agency staff acceptable?**

Answer: As long as the call forwarding is to a qualified/trained agency staff person and not just an answering service, call forwarding would be acceptable.

3. **For reporting purposes to BHBF, how is “interface” expected to occur. Is a monthly emailed report acceptable to start?**

Answer: Yes, this is still TBD but a monthly emailed report would be initially acceptable until other procedures are put in place.

4. **During non-traditional hours, what staff requirements are there to fulfill the 24/7 clinical consultation requirement?**

Answer: BBHBF will defer to each of the applicants to tell us how they propose to address this requirement. Consideration of creative and varied approaches to the requirements is part of the value of issuing an AFA and will be factored into how each given proposal is scored.

5. **Where can we obtain a list of Youth Service Center directors?**

Answer: They are as follows:

Region 1 – Youth Service System, Inc., CEO: John Moses

Region 2 – Potomac Highlands Guild, Inc., CEO: Craig Curtis

Region 3 – Westbrook Health Services, Inc., CEO: Joann Powell

Region 4 – United Summit Center Inc., CEO: Bob Williams

Region 5 – Prestera Center for Mental Health Services, Inc., CEO: Karen Yost

Region 6 – FMRS Health Systems, Inc., CEO: Mike Mays

6. **Is it acceptable to submit one MOU letter with a page of signatures/titles in order to stay meet the attachment page limit? (We will only group signatures for similar organizations that have the same MOU responsibilities and partnership. Each kind of partner will have a separate MOU specific to their agreed upon responsibility.)**

Answer: Yes, for purpose of the application this would be acceptable. If the proposal is successful, though, BBHBF will request a copy of each of the individual MOUs.

7. **I have a question regarding the logistics of the Technical Assistance Meeting for the Call Line AFA. More specifically: When is it? Where will it be held? What time will it be held?**

Answer: The Call-Line Technical Assistance - AFA TA will be held at the DHHR Flatwoods Office, 3708 Sutton Lane, Sutton, WV 26601 - CR 2 from 10:00 am to 12:30 PM on Wednesday May 20, 2015.

8. **How do I find more information about the AFA for the BHHF Statewide WV Behavioral Health Information, Referral and Outreach Call Center?**

Answer: Follow the link to <http://www.dhhr.wv.gov/bhhf/AFA/Pages/default.aspx> and scroll down to the announcement and click on the heading below

**AFA 01-2015 BHHF-ALL Referral & Outreach Call Center STATEWIDE**

9. **How does a given grantee qualify to apply for these funds?**

Answer: As it says in the AFA, "Eligible applicants are public or private organizations with a valid West Virginia Business License and/or units of local government. If the applicant is not already registered as a vendor in the State of West Virginia, registration must either be completed by the award notification date or the vendor must demonstrate proof of such application. It is also required that the applicants have a System for Award Management (SAM) registration and have a Dun & Bradstreet or DUNS number. For more information visit: <https://www.sam.gov> "

10. **I am looking at the resource materials provided in the AFA. Does this service have to be supplied by master's level behavioral health people? Could para professionals do this work if they receive special training around crisis situations and suicide using crisis professionals from the area Comprehensive Behavioral Health Center as back up when needed?**

Answer: There are no specific credentials required. However, the applicant must demonstrate that it has the capacity to address all of the needs identified in the AFA, as laid out in *Section 5(D) Staff and Organization Experience*. Furthermore, as it says in Section 3: "Applicants must demonstrate in their application that efforts to ensure that a coordinated and integrated service system can/will be developed and in place to meet the complex needs of the target population. In so doing, Memoranda of Understanding (MOUs) or Letters of Agreement (LOA's) must be secured with key partnering agencies and organizations and submitted along with the application as attachments as outlined in Section G."

11. **Will the TA meeting be by phone, video or in person?**

Answer: Interested applicants should attend the TA meeting in person at the DHHR Office in Flatwoods.